

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC/Réception des soumissions -**  
**TPSGC**  
**11 Laurier/11 rue Laurier**  
**Place du Portage, Phase III**  
**Core 0A1/Noyau 0A1**  
**Gatineau, Québec K1A 0S5**  
**Gatineau**  
**Ontario**  
**K1A 0S5**

## **SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

### **Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Property Management Project Division/Division du  
projet de gestion immobilière  
Sir Charles Tupper Building 4th Fl  
Édifce Sir Charles Tupper 4e étag  
A-425-F  
2720 Riverside Drive/  
2720, promenade Riverside  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> AFD SERVICES - RP-2 / CAMPUSES	
<b>Solicitation No. - N° de l'invitation</b> EP008-122111/B	<b>Amendment No. - N° modif.</b> 013
<b>Client Reference No. - N° de référence du client</b> 20122111	<b>Date</b> 2012-11-01
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$GC-003-61226	
<b>File No. - N° de dossier</b> gc003.EP008-122111	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-11-20</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input checked="" type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Rice, Tony G.	<b>Buyer Id - Id de l'acheteur</b> gc003
<b>Telephone No. - N° de téléphone</b> (613) 736-2870 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

This amendment is to respond to proposed questions from the industry. Similar questions from different organizations have been consolidated to facilitate responses. Bidders are advised that they may propose any follow up questions or inquiries in accordance with Article 2.1.1 of the RFP.

### RFP 1.3 - Volumetric Data

Q22. Please confirm the numbers within the table represent dollar amounts. Please provide any information around the number of projects that are included in the project delivery service and projects over \$1M.

A22. The numbers given in the table are in millions of dollars.

For information around the number of projects, please see the Bidder Information Package as provided in Solicitation Amendment No. 003, documentation which is available on MERX entitled ATT 15.

### Annex C - Security Requirements

Q23. At SRCL section 7c - Level of Information, the Secret box is the only box with a checkmark. Can PWGSC please clarify if this means that Supplier will be accessing only Secret information or will the Supplier be accessing everything up to and including Secret information?

A23. The Contractor may be accessing information up to and including Secret level.

### Annex J - IM/IT Requirements

Q24. 1. Is it expected that the Bidder utilize its own operational systems to provide the services and send data to PWGSC as prescribed in Annex J?

2. Is any of the data described in Annex J classified as "protected" or "secret"?

3. How often do data requirements, as outlined in Annex J, change and is the Bidder expected to change the data elements/formats to accommodate those changes?

4. What changes to the PW system environment, that would impact the Bidder processes, are expected within the next three years? What Impact is expected from those changes?

A24. 1. Yes, the Contractor is expected to use its own system(s). In addition to Annex J, see also the SOW, article 2.9, Data, Information Management and Reporting.

2. The data described in Annex J is not classified as 'protected' or 'secret' on its own, however, the nature of government operations to which it applies and/or its intended use (e.g. building operations) may, under some circumstances, require that it be classified and treated as 'protected' or 'secret'. The Technical Authority will determine where a higher level of data security classification is required and will provide appropriate direction to the Contractor.

3. As given in the SOW, article 2.9.1.20, Canada's data, hardware, software and connectivity requirements may change during the term. This is based on Canada's experience with the previous and current AFD contracts. The frequency and timing of such changes is unknown. The Contractor is expected to accommodate resulting changes.

4. Canada has initiated a project to adopt industry information standards and modernize the supporting IM/IT infrastructure based primarily on an SAP platform. Changes to the current systems environment and associated business processes have not been fully determined. The Contractor will provide data as described in this Solicitation, noting that hardware, software and connectivity requirements may change during the term of the contract (as referenced in response #3 above).

#### Annex B - Statement of Work

Q25. Are there any PWGSC operational systems that Bidders would likely need and be granted access to in the course of providing any of the Services identified in Annex B Scope of Work? If so, please describe such systems and manner of access.

A25. The Contractor will not have access to any PWGSC information management systems.

#### Annex B - Statement of Work, 2.3.2 Service Calls

Q26. 1. What is the manner of communication for PWGSC's outbound dispatches to Contractors? Is this restricted to telephone communication to Contractors or are emails or direct web access also used?

2. For services that Contractors have subcontracted to other firms, will National Service Call Center's ("NSCC") outbound dispatches be to Contractor or direct to subcontractors?

A26. 1. Outbound dispatches of service calls from the NSCC to the contractor are done via XML files through a secure network. Other forms of electronic communication, including e-mail and fax, are used as a back-up method of communication in case of interruption of service to the secure network. All urgent and emergency service calls are dispatched and confirmed by direct voice contact with the contract.

2. Outbound dispatches of service calls from the NSCC are to the Contractor, not to the Contractor's subcontractors.

Q27. 1. How will Contractors access data captured by the NSCC to monitor building management services and identify trends? Will Contractor be granted some level of access to the system used by the NSCC for this purpose? Are there ad hoc reporting capabilities?

2. Will Contractors be expected to use its own work order management system or will the system used by NSCC be the system of record for service request work order management and performance reporting?

A27. 1. The Contractor will not have access to any PWGSC information management systems including the NSCC system. Various automated reports are regularly sent from the NSCC to the contractor via e-mail. All NSCC service call data is available to the contractor through the Technical Authority upon request. A suite of ad hoc reports, performance reports and trend analysis is available to the contractor through the Technical Authority.

2. The Contractor is expected to use its system(s) for managing the Work resulting from NSCC generated service calls. The system used by the NSCC will be the system of record with respect to opening and closing service calls, and performance reporting as described in Service Call response in the SOW.

- Q28. 1. For Contractor's informing the NSCC of service call (work order) status and completion, is such communication via telephone, or are other methods available such as email or direct web access to a NSCC system?
2. For NSCC service call reporting available to Contractors, what is the manner and frequency of Contractor access to such reporting?
- A28. 1. See A26 response.
2. See A27 response.

#### Annex B - Statement of Work, 2.3.3 Energy Management

- Q29. With regard to Contractor's prescribed "use of industry standard energy management software", is this intended to refer to system used by PWGSC to which Contractor would be granted access? Or, alternately, is the intent the Contractor use a system of its own?

A29. The Contractor is expected to use its own energy management software.

#### Annex B - Statement of Work, 2.3.4 Operational Regulations, Standards and Guidelines

- Q30. Do the subject properties currently meet the technical requirements listed in Section 2.3.4 of the SOW?
- A30. Assets' compliance status changes continually. The subject properties' status of compliance with the SOW's technical requirements are kinetic. As deficiencies are identified they are addressed.

#### Annex B - Statement of Work, 2.3.5 Maintenance Management

- Q31. With regard to Contractor's prescribed use of an "electronic maintenance management system", is this intended to refer to a PWGSC system to which Contractor would be granted access? Or, alternately, is the intent the Contractor use a system of its own for the Services identified in this and other sections of Annex B?
- A31. The Contractor is expected to use its own electronic maintenance management system.

#### Annex B - Statement of Work, 2.3.10 Building Infrastructure Continuity Plans

- Q32. Does PWGSC own the tools used by the building staff to perform the required work?
- A32. Yes PWGSC owns the tools where they have purchased these directly or through their contracts. These tools are furnished to and used by building staff. Please see the SOW, article 2.3.7, Materiel Management, for information on Government Furnished Equipment.

#### Annex B - Statement of Work, 2.3.13 Commercial Operations

- Q33. How many commercial tenants are there to manage?
- A33. In the Bidder Information Package as provided in Solicitation Amendment No. 003, documentation which is available on MERX entitled ATT 15, the Commercial Letting Financial Report, and the Active Space With Occupancy Information reports identify commercial and/or third party lease information.

Annex B - Statement of Work, 2.3.14 Facilities Management Services

Q34. What is the current hazardous waste inventory?

A34. Hazardous waste inventories, if any, will be provided to the Contractor during Contract Initiation.

Annex H - Evaluation of Criteria, 2.2.2 PDS Experience-Single Project

Q35. Will PWGSC accept more than 1 example of a single high dollar value real property project in order to support the Suppliers experience?

A35. The criteria asks for "a project" meaning one project. Should the Bidder provide more than one project in their response, only the first project in order of appearance will be evaluated.

Annex H - Evaluation of Criteria, 2.5.4 Scenario 4 Project Delivery Services

Q36. In bullet point 6, can PWGSC provide the size in sq. m. of the central heating and cooling plant?

What is the value of the preliminary project approval and specifically what has been outlined as soft costs, hard costs, and risk allowance?

What is the value of the preliminary project approval and specifically, what has been outlined as soft costs, hard costs, and risk allowance?

A36. For any of the five Technical Scenarios, the Bidder should identify any assumptions which are pertinent to their response, explain them and demonstrate that they are reasonable.

Q37. For both the Tunney's Pasture campus and the Carling campus what is the anticipated annual project volume for the initial term of the contract?

A37. Canada has provided estimated Project Delivery Services volumes for the Contract in the RFP, section 1.3, Volumetric Data. The data contained therein is provided to assist Bidders in preparing their bids and inclusion of this data in this Solicitation does not represent a commitment by Canada of Canada's future usage of the services identified.

Facility Management Questions

Q38. Can we get work orders statistics by building? (both preventive maintenance and corrective maintenance; quantity, problem type, etc.)

A38. See the Bidder Information Package (Merx - ATT 15) there are two reports that provide representative information on service calls generated by the NSCC. These are Service Calls/Demands de service - CARLING - LABS 1-10/labo 1-10 and Grouping Service Requests (which is for Tunney's Pasture).

Q39. Is there a central utility plant for either campus and if so what services are provided?

A39. There is a central heating and cooling plant at Tunney's Pasture providing steam and chilled water. See amendment #10, A11.

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There is no central plant at Carling campus; however, there is some integrated heating and cooling equipment being shared between some of the buildings.

- Q40. Are there any multi-shift or off-shift staffing coverage requirements and if so, what operations and what hours?
- A40. As per the SOW, article 2.3.4.3, all assets operate 24 hours per day, 365 days per year. All assets must be available to tenants for their use during normal working hours, this being 7 a.m. to 6 p.m. local time, Monday through Friday, or any other period of time as may be directed by the Technical Authority, specified in the federal tenants' Occupancy Instruments, federal tenant leases and/or tenant third-party leases. The specific hours of use for each of the tenants will be provided to the Contractor during Contract Initiation.